

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

ADI Services Inc

West Virginia Manufacturing Extension Partnership

ADI Services Achieves Iso Certification

Client Profile:

ADI Services packages and labels products for government contracts. The company employs approximately 10 people and operates a facility in Martinsburg, West Virginia.

Situation:

ADI decided to pursue ISO 9000 certification as a way to retain its ability to hold contracts with the government and to provide consistent product delivery. ISO 9000 certification is a voluntary, global standard that requires companies to document processes and quality related activities, monitor the overall system to ensure it is effective, and provide evidence of quality system management on a regular basis to a third-party registration body. However, the process of achieving ISO certification can be difficult and time consuming. For assistance managing the pitfalls of ISO certification, ADI Services contacted the West Virginia Manufacturing Extension Partnership (WVMEP), a NIST MEP network affiliate.

Solution:

WVMEP managed the overall project and contracted with a partner--Tri-State Quality Systems (TQS)--to provide service delivery. TQS conducted an analysis of ADI Services' procedures to identify gaps in the system, and pinpointed existing processes that needed to be changed to become compliant to the global quality standard. This analysis provided a foundation to integrate existing practices into a formal quality management system. ISO requirements mandated that ADI's documentation be reviewed to verify compliance to ISO standards. Documentation included a quality manual, procedures, work instructions, and related forms. WVMEP also arranged for employee and management training in ISO requirements to ensure proper implementation. Internal auditor training taught employees how to effectively monitor their processes to identify strengths and weaknesses in the quality system. ADI Services passed its external audit and received ISO 9000 certification in January 2002.

Results:

Documented and streamlined internal processes.
Increased employee involvement in system development and implementation.

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Improved employee efficiency.
Increased sales.

Testimonial:

"The West Virginia Manufacturing Extension Partnership and Tri-State [Quality Systems] explained the meaning, ramifications, and implementation requirements of obtaining ISO certification, providing invaluable assistance to us as we set up our Quality System, feedback and critique as we prepared our forms and documentation and in general, [and] made the entire process easy to understand and a pleasure to implement. We have seen an increase in the amount of business we receive as a direct result of this effort."

Staci Manuel, Operations Manager